

	Within Minimum 12 month period									Outside Minimum 12 month period								
	Cease	Transfer (ARC to ARC)	Change of Address same tele no.	Change of Name same tele no.	Change of address - new telephone number	Change of Telephone Number on existing line	Transfer of Redcare to new telephone line within the same premises	Regrade	DownGrade	Cease	Transfer (ARC to ARC)	Change of Address same tele no.	Change of Name same tele no.	Change of address - new telephone number	Change of Telephone Number on existing line	Transfer of Redcare to new telephone line within the same premises	Regrade	DownGrade
<b>Redcare Classic (Normal)</b>	Yes allowed - Minimum Rental Period Charge Applied.	Yes allowed - No Charge to losing ARC, Charge to Gaining ARC. Gaining ARC Held to Initial MRP.	Yes allowed - No Order Charge - BT92a Charges May Apply. Use Address Change Facility on ETS. Initial MRP Applies	Yes allowed - No Order Charge. Use Name Change Facility on ETS. Initial MRP Applies	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. MRP is carried over to new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Redcare should be informed of this change. No new charges applied original MRP maintained.	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. MRP is carried over to new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Classic to GSM. New MRP Applied on completion of Order. Original MRP is not maintained	Not Applicable	No Charge	Yes - No Charge to losing ARC, Charge to Gaining ARC.	Yes - No Order Charge - BT92a Charges May Apply	Yes allowed - No Order Charge. Use Name Change Facility on ETS. Initial MRP Applies	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. There is no MRP on new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Redcare should be informed of this change. No new charges applied.	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. There is no MRP on new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Classic to GSM. New MRP Applied on completion of Order.	Not Applicable
<b>Existing Redcare Classic to GSM</b>	Yes allowed - Minimum Rental Period Charge Applied	Yes allowed unless Special Offer exists	Yes allowed - No Order Charge - BT92a Charges May Apply. Use Address Change Facility on ETS. Initial MRP Applies	Yes allowed - No Order Charge. Use Name Change Facility on ETS. Initial MRP Applies	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. MRP is carried over to new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Redcare should be informed of this change. No new charges applied original MRP maintained.	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. MRP is carried over to new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Not Applicable	Yes allowed - Original Contract Minimum Rental Period applied. No New MRP	No Charge	Yes - No Charge to losing ARC, Charge to Gaining ARC.	Yes - No Order Charge - BT92a Charges May Apply	Yes allowed - No Order Charge. Use Name Change Facility on ETS. Initial MRP Applies	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. There is no MRP on new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Redcare should be informed of this change. No new charges applied.	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. There is no MRP on new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Not applicable	Yes - MRP no longer valid
<b>Redcare GSM</b>	Yes allowed - Minimum Rental Period Charge Applied	Yes allowed - No Charge to losing ARC, Charge to Gaining ARC. Gaining ARC Held to Initial MRP.	Yes allowed - No Order Charge - BT92a Charges May Apply. Use Address Change Facility on ETS. Initial MRP Applies	Yes allowed - No Order Charge. Use Name Change Facility on ETS. Initial MRP Applies	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. MRP is carried over to new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Redcare should be informed of this change. No new charges applied original MRP maintained.	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. MRP is carried over to new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Not Applicable	Yes allowed - Original Contract Minimum Rental Period applied. No New MRP	No Charge	Yes - No Charge to losing ARC, Charge to Gaining ARC.	Yes - No Order Charge - BT92a Charges May Apply	Yes allowed - No Order Charge. Use Name Change Facility on ETS. Initial MRP Applies	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. There is no MRP on new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Redcare should be informed of this change. No new charges applied.	Yes allowed. Use Linked Contract Facility on ETS - New Connection charge applied, BT92a Charge May apply. There is no MRP on new connection. NB Rental Charges for old connection will apply until old connection is ceased.	Not applicable	Yes - MRP no longer valid
<b>Secure 2</b>	Yes allowed - Minimum Rental Period Charge Applied	Yes allowed - No Charge to losing ARC, Charge to Gaining ARC. Gaining ARC Held to Initial MRP.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not available within Minimum Rental Period*	No Charge	Yes - No Charge to losing ARC, Charge to Gaining ARC.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Rental changes will apply. NB Regrade Options between Secure 2/3/IP are available for a one off charge.	Not Applicable
<b>Secure 3</b>	Yes allowed - Minimum Rental Period Charge Applied	Yes allowed - No Charge to losing ARC, Charge to Gaining ARC. Gaining ARC Held to Initial MRP.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not available within Minimum Rental Period*	No Charge	Yes - No Charge to losing ARC, Charge to Gaining ARC.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Rental changes will apply. NB Regrade Options between Secure 2/3/IP are available for a one off charge.	Not Applicable
<b>Secure IP</b>	Yes allowed - Minimum Rental Period Charge Applied	Yes allowed - No Charge to losing ARC, Charge to Gaining ARC. Gaining ARC Held to Initial MRP.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not available within Minimum Rental Period*	No Charge	Yes - No Charge to losing ARC, Charge to Gaining ARC.	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Rental changes will apply. NB Regrade Options between Secure 2/3/IP are available for a one off charge.	Not Applicable
<b>Redcare Complete Option1</b>	Yes allowed - Minimum Rental Period Charge Applied	Are not Permitted	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	Not Applicable	Not Applicable	No Charge	Not Permitted.	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	Not Applicable	Not Applicable